We serve students, faculty and staff by being the foundation for student resources and referrals. Through a welcoming and committed staff, we provide students with assistance and support to help them achieve academic and personal success, thereby contributing to the overall satisfaction of all those we serve.

Academic Scheduling and Placement Testing Center
At California University student success is the priority. We are widely known as a center for thought, inquiry, dialogue and action in matters of character, academics and student promotion and success. Our decisions are based on what meets students' needs, support student success and enhance institutional excellence. So next time you hear of a student in need or at a loss, let them know to visit Noss.

Services offered at the center:
- Placement testing
- Coordinate schedules for entering students
- Pre-register students in developmental courses
- Monitor completion of developmental coursework
- Provide retesting opportunities for students
- Direction for students who have not declared a major
- Assistance for students on academic probation
- Assistance with basic academic skills

Office of Student Retention and Success
We are dedicated to providing students with the support, guidance and resources they need to achieve both their academic and personal goals.

- First-Year Seminar
- Probationary Assistance Program (PASS)
- Academic Scheduling
- Advising for Undecided Majors
- Mid-Term Grade Reports
- Minority and International Student Success Project
- Prior Learning Assessment (PLA)
- CLEP/DSST Exams
- Placement Testing
- Learning Resources
- Ombudsperson
- Outcomes Assessment
- Parents’ Portal

Office of Student Retention and Success
Noss 103
Open Monday through Friday, 8 a.m. – 4 p.m.
Phone: 724-938-1523
Fax: 724-938-4186
www.cup.edu/academic/oss
First-Year Seminar
First-year seminar is designed to help students make a smooth transition into the university environment. It is a one-credit course required of most first-time students. Topics covered in the course include time management, campus life issues, library, writing/study skills, math/reading skills, financial aid, academic and career planning, health issues and individual assistance. First-year seminar is taught by some of our best faculty.

PASS Program
The PASS Program provides the additional structure and support that may be necessary for student academic success. Participation in the PASS Program is required of students who are on first academic probation, as well as students who have been dismissed for academic reasons and are subsequently readmitted. Students meet weekly with faculty, staff, or graduate assistants to reinforce life/academic goals, time management, study skills, campus resources, academic advisee responsibilities and the appeal process.

Advising for Undecided Majors
Undecided majors are advised through the Academic Scheduling and Placement Testing Center.

Mid-Term Grade Reports
Mid-term grades are submitted and posted online for all students at Cal U. Students can access their mid-term grades through their student accounts on the Cal U website.

Minority and International Student Success Project
This project is designed to assess the needs of minority and international students so that a viable support program can be implemented to help them reach their learning goals.

Prior Learning Assessment (PLA-Pilot Project)
Prior Learning Assessment (PLA-Pilot Project) is a process that allows students to gain credit for learning acquired through experience. The experience could be work, military training, personal educational growth, volunteer work or independent study. Credit is awarded when a student is able to demonstrate learning, which is transferable; that is, knowledge that can be applied to a new or different situation. PLA also requires an understanding of theoretical concepts involved in the learning experience, and as such, may require additional reading. Appropriate documentation must be provided in all cases.

CLEP/DSST Exams
The Office of Student Success offers the opportunity to earn undergraduate credit through the College Level Examination Program (CLEP) and the DSST Program (DANTES Subject Standardized Tests). A student may earn up to 30 credits by passing appropriate tests in these programs.

Placement Testing
Placement tests in mathematics and English are administered for all new, first-time students at Cal U. The test results determine a student’s placement in mathematics and English. Also, retesting is administered for current students through the Academic Scheduling and Placement Testing Center.

Learning Resources
Learning Resources encompasses the Reading Clinic, Writing Center and the Math Lab. These centers each serve to provide tutoring and academic support services to the students at Cal U.

Ombudsperson
Students who need information and/or general assistance, or who encounter difficulties with processes, procedures or personalities on campus can contact the Office of Student Retention and Success. The office monitors the concern(s) and becomes involved directly only if established means do not resolve the issue(s).

Outcomes Assessments
A clear communication of academic expectations and student learning outcomes is vital to the teaching and learning process.

"It’s nice to be in a school where the #1 priority of the staff is the students’ success."